

Past Performance Questionnaire

You have been identified as a past performance reference for the contractor indicated in Block 1 below for the contract indicated in Block 2 below. This contractor is proposing on a U.S. Patent and Trademark Office (USPTO) acquisition for USPTO Contact Center (UCC) call center staffing services. We value your input and appreciate greatly your willingness to thoughtfully complete this questionnaire.

Please complete the following steps (1) Fully complete and sign this questionnaire, (2) Place in a sealed envelope which contains your agency's/company's letter head and (3) Return to the offeror you evaluated for inclusion in offeror's proposal to be submitted to the USPTO by the closing date. If you have questions, please contact our Contracting Officer, Mr. Chris Hannah, at (571)-272-6555.

Please note the following regarding the confidentiality of your assessment:

By law, the Government will not disclose the names of individuals providing reference information during discussions with the contractor identified in Block 1 below.

Block 1. Contractor Name:
Block 2. Contract Name/Identifier:

I HEREBY CERTIFY THAT THE INFORMATION PROVIDED IN THIS QUESTIONNAIRE IS ACCURATE AND COMPLETE TO THE BEST OF MY KNOWLEDGE.

CUSTOMER ORGANIZATION
NAME AND ADDRESS

CONTRACT AWARD DATE
CONTRACT COMPLETION DATE

Evaluator's Printed Name

Title/Role (e.g., Program Manager, Contracting Officer)

Evaluator's Signature

Date

Phone

Instructions

Please read each section for specific information on how to fill rate or answer each question.

We request that you use the supplemental information section of the questionnaire to justify your ratings and answers, making sure to identify your comments with the appropriate question number. You may expand on and more fully discuss any of the questions. Use extra pages as necessary. Negative responses may be referred to the contractor to permit rebuttal. Neither your name nor position within your organization will be divulged either during or after this survey has been completed.

Contract Information

Contractor/Division: _____
 Program Title: _____
 Contract Number: _____
 Period of Performance: _____
 Type of Contract: _____
 Total Value of Contract: _____

Type of Call Center/Contact Center services work contractor performed for you on this contract:

CHECK ALL THAT APPLY

<input type="checkbox"/>	Provided customer service representatives to answer telephone inquiries.
<input type="checkbox"/>	Provided customer service representatives to answer e-mail inquiries.
<input type="checkbox"/>	Provided customer service representatives to handle in-person or “walk-up” inquiries.
<input type="checkbox"/>	Provided call center management to support day-to-day operations

OTHER: _____

Call Center Metrics

Please provide the following call center metrics as applied to the operation supported by this contract. If a metric is not tracked or measured, please mark it “N/A” (Not Applicable).

Telephone Interactions	E-mail Interactions
Number of calls offered (annual): _____	Number of e-mails received (annual): _____
Abandon rate _____ %	Service level (turnaround time) : _____
Service level : _____% in _____seconds	Average per e-mail handle time: _____
Average call handle time: _____seconds	Cost per e-mail: _____
Cost per call: \$ _____	

Next to each of the questions you will find the following choices:

- 4 - Exceptional** – Performance was exceptional and consistently exceeded expectations, including the requirements on the contract, while staying on schedule with little or no Government assistance.
- 3 - Good** – The offerors past performance under prior contracts has been commendable. The offeror met, and sometimes exceeded the performance requirements of the contract with some Government assistance.
- 2 - Acceptable** – The offerors past performance under prior contracts has been adequate. The offeror met the performance requirements of the contract satisfactorily, but needed considerable Government supervision and assistance to do this.
- 1 - Questionable** – The offerors past performance under prior contracts has been adequate. The offeror met most of the performance requirements of the contract, but due to significant problems, needed considerable Government supervision and assistance to do this.
- 0 - Unacceptable** – The offerors past performance under prior contracts has been poor. The offeror failed to meet minimum performance requirements of the contract and/or the performance of the offeror was extraordinarily poor, requiring a very high degree of management intervention.
- N - Not Applicable** – The offeror was not required to perform in this area on this contract.

Category 0 or 1 responses may be referred to the contractor to permit rebuttal. Neither your name nor position within your organization will be divulged either during or after this survey has been completed.

PLEASE CHECK THE COLUMN, IN YOUR JUDGEMENT, MOST APPROPRIATELY REFLECTS YOUR EXPERIENCE WITH THE CONTRACTOR.

CUSTOMER SATISFACTION	Exceptional	Good	Acceptable	Questionable	Unacceptable	NA
1. How would you describe the contractor's commitment to customer satisfaction?						
2. How well were your expectation(s)/requirements met?						
3. How committed was the contractor to providing resources as necessary to resolve problems?						
4. How well did the contractor work with project/contracting officers and task managers? For instance, how cooperative was the contractor when problems were encountered? - Prompt notification of problems - Reasonable, cooperative, and flexible - Recommended viable solutions						
5. How well did the contractor understand your mission and priorities?						

QUALITY OF SERVICE	Exceptional	Good	Acceptable	Questionable	Unacceptable	NA
6. How was the contractor's quality of products/services? Contract Compliance, Appropriateness of personnel, and Accuracy of Reports?						
7. Assess the contractor's knowledge of call center industry standards and best practices.						

PERSONNEL	Exceptional	Good	Acceptable	Questionable	Unacceptable	NA
8. Assess the contractor's ability to recruit, screen, assign responsibility, train, retain, support and replace staff.						
9. Assess the contractor's ability to identify and resolve staffing issues						
MANAGEMENT	Exceptional	Good	Acceptable	Questionable	Unacceptable	NA
10. How well did the contractor meet goals and objectives? How well did the contractor respond to unexpected changes in scope or requirements?						
11. How well did the contractor anticipate and respond to expected/scheduled changes in workload ?						
12. How well did the contractor provide timely notification to government of problems						
13. How well did the contractor closely adhere to contract/delivery schedules?						
14. How well did the contractor submit <u>timely</u> reports and documentation?						
15. How well did the contractor submit <u>accurate</u> reports and documentation?						
16. How effectively did the contractor manage staff to meet established performance expectations?						
COST MANAGEMENT	Exceptional	Good	Acceptable	Questionable	Unacceptable	NA
17. Assess contractor's innovative actions that reduced overall Call Center costs						
18. How well did the contractor control costs? - Within budget (over/under target costs) - Contractor provided current, accurate, and complete billings - Relationships of negotiated costs to actuals (cost efficiencies)						
19. How well did the contractor provide accurate and reasonable estimates of cost?						

OVERALL EVALUATION	Exceptional	Good	Acceptable	Questionable	Unacceptable	NA
20. How would you rate the contractor's overall performance?						

QUESTIONS:

WOULD YOU AWARD ANOTHER CONTRACT TO THIS VENDOR/CONTRACTOR?

YES _____ **OR** **NO** _____

INDICATE REASONS FOR YOUR RESPONSE (additional comments may be attached)

Supplemental Information

[illegible]